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1003-297C

Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

January 21, 2011

VIA UPS Express Delivery

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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2011 JAN 25 AM 10:53  
SC PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 4th Quarter 2010

Attached please find the 4th Quarter 2010 Service Quality Report for the following named telecommunications provider.

EveryCall Communications, Inc.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

A handwritten signature in black ink, appearing to read "Alicia G. McKay", written over a horizontal line.

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME                      EveryCall Communications, Inc.  
QUARTER / YEAR                      4th / 2010

Month:	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>
Number of Customer Access Lines			
Trouble Reports / Access Line (%)	<u>6%</u>	<u>7%</u>	<u>6%</u>
Customer Out of Service Clearing Times (%)	<u>85%</u>	<u>86%</u>	<u>85%</u>
New Installs Completed w/in 5 Days (%)	<u>94%</u>	<u>96%</u>	<u>94%</u>
Commitments Fulfilled (%)	<u>94%</u>	<u>95%</u>	<u>96%</u>

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_

Person Making Report / Contact Information: Jon Seger  
225-252-3332, seger@everycall.com